



IT Specialist 4 – Server Administrator Information Services Olympia, Washington

Compensation: Range 58 \$3,846 – \$4,924 (DOQ)

Closing Date: Open Until Filled

Note: This recruitment will be open until filled. The hiring authority reserves the right and may exercise the option to make a hiring decision at any time. *Candidate evaluation will begin on March 6, and **it will be to the applicant's advantage to submit materials as soon as possible.***

Mission & Vision

The Department of Licensing (DOL) is an agency that protects the public safety and welfare in all areas we license and regulate, and ensures the fair, timely and efficient collection of state revenue. We are surprisingly innovative, setting new standards of excellence in customer service, consumer protection and public safety. Nearly every Washington State resident interacts with DOL in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The Department of Licensing employs more than 1,200 people in over 60 locations statewide. To learn more about our agency, please visit our website at www.dol.wa.gov.

Position Objectives & Responsibilities

This position serves as a Windows Server System Administrator. The incumbent is accountable for:

- Developing and maintaining script programs for use in multiple script programs for use in multiple Microsoft Operating System applications across the agency computing environments.
- Providing cross-coverage for the operational support software responsibilities of the Utilities Team (MS SMS, MOM, AD, UPS, RightFax, Anti-Virus, Exchange, BES, RRAS, FirePass, HP Openview).
- Providing key support during emergency incident response procedures. Perform software installation, configuration, upgrades and network support.
- Troubleshooting of software, hardware and network problems. Identifies and manages problem resolution.
- Provides training in the use of hardware, software and network products.
- Provides consultation regarding technology options to help meet the customers' business requirements.
- Researches multiple resources to provide efficient computing solutions to end-users.
- Creates, reviews, updates and follows documentation to provide a consistent functional work environment.

Required Education, Experience, and Competencies

- One year of Windows Server System Administration experience is required;
- Three years of information technology experience such as performing software installation, configuration, upgrades and network support; and/or analyzing and troubleshooting hardware and software.
- Programming experience, preferably with Visual Basic Script programs.
- Ability to effectively communicate and consistently provide excellent and courteous customer service to a diverse clientele, internal and external to the organization – both verbally and in writing;
- Positive attitude

Combinations of formal information technology-focused education and experience may substitute year for year for the four-year experience requirement.

Desired Education, Training and/or Competencies

- Familiarity with HP Products: Openview Service Desk product, Insight Manager is preferred;
- Familiarity with the following Microsoft products:
 - Active Directory (AD)
 - Systems Management Servicer (SMS)
 - Microsoft Operations Manager (MOM)
 - Exchange Server
 - Windows Server Update Services
- General Microsoft Networking Skills - TCP/IP, DNS, WINS, DHCP;
- Ability to handle confidential information appropriately

Compensation

This position is in the General Government Service with monthly compensation of \$3,846-\$4,924 depending upon qualifications. We offer a solid benefit package that includes a state retirement plan, deferred compensation, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage. This position is covered under the WFSE bargaining unit and as a condition of employment you will be required to become a member or pay a fee as outlined in the Master Agreement.

Prior to any new appointment in to DOL, a background check may be conducted.

Application Procedure

E-MAIL responses are preferred. E-mail will be the method of communication throughout this recruitment.

E-mail materials to: HRrecruit@dol.wa.gov and indicate in the subject line of your e-mail correspondence: 06-31G ITS4-Server. Initial screening will be based on all of the application materials requested below.

- A letter of interest describing how your knowledge, skills, and abilities relate to the required and desired criteria outlined in this recruitment announcement.
- A completed Washington State Application, located at <http://www.dop.wa.gov/Resources/Forms/>
- A list of three professional references, with current telephone numbers and addresses; and
- How you became aware of this recruitment.

Note: The candidate pool certified for this vacancy may used to fill other similar ITS vacancies within the Department of Licensing for up to six months from the certification date.

If necessary, hard copies may be mailed to:

Human Resources Office
Attn: #06-31G – ITS4 Server
Department of Licensing
PO Box 6007

Olympia, Washington 98507-6007

Persons with a disability who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.